

U.S. DEPARTMENT OF VETERANS AFFAIRS NATIONAL CEMETERY ADMINISTRATION

2014 FUNERAL DIRECTOR SATISFACTION SURVEY

(National Cemeteries, VA Memorial Products, and State/Tribal Veterans Cemeteries)



VA may not conduct, sponsor, or require the respondent to respond to this collection of information unless it displays a valid OMB Control Number. All responses to this collection are voluntary. Public reporting burden for this collection of information is estimated to average 20 minutes per response, including the time necessary for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The information collected is intended to be used in making improvements in services within the National Cemetery Administration of the Department of Veterans Affairs and for associated administrative purposes. Failure to furnish the requested information will have no adverse effect on any VA benefit to which you may be entitled.

The information you supply will be confidential and protected by the Privacy Act of 1974 (5 U.S.C. 522a) and the VA's confidentiality statute (38 U.S.C. 5701) as implemented by 38 CFR 1.526(a) and 38 CFR 1.576(b). Disclosure of information involves releases of statistical data and other non-identifying data for the improvement of services within the National Cemetery Administration and for associated administrative purposes. Please send any comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden, to VA Clearance Officer (005G2), 810 Vermont Ave., NW, Washington DC 20420. SEND COMMENTS ONLY. DO NOT SEND THIS FORM OR REQUESTS FOR BENEFITS TO THIS ADDRESS.

Marking Instructions

The survey will take about 20-30 minutes to complete.

Please read each question carefully and respond by filling in the oval of the response that most closely represents your opinion.

Correct Mark



Incorrect Marks



- Use pencil or pen. Make heavy dark marks that fill the ovals completely. If you wish to change an answer, erase cleanly (pencil) or put an "X" over the incorrect response (pen).
- Fill in one answer oval for each question unless it tells you to "mark all that apply."
- When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

**If you have any questions or concerns, please call the Survey Helpline at:
1-855-500-6792**





NATIONAL CEMETERIES SATISFACTION SURVEY

IMPORTANT – PLEASE READ BEFORE PROCEEDING: Please complete the following questions if you have conducted business at a National Cemetery within the past 12 months. If you have **NOT** conducted business at a National Cemetery within the past 12 months, please go to the Memorial Products Service Satisfaction Survey section on Page 6.

1. Looking at the attached form labelled “National Cemeteries”, please identify which national cemetery you most frequently do business with and fill in the corresponding number in the spaces below.

Please complete this survey based on your experiences at this national cemetery within the last 12 months.

0	0	0
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9

2. How far is your funeral home from the national cemetery with which you most frequently do business?

☐ Less than 15 miles ☐ 45 to 59 miles
☐ 15 to 29 miles ☐ 60 to 75 miles
☐ 30 to 44 miles ☐ Over 75 miles

3. How long has your funeral home worked with the national cemetery?

☐ Less than 1 year ☐ 9 to 12 years
☐ 1 to 4 years ☐ 13 years or more
☐ 5 to 8 years ☐ Don't know

4. Of the eligible Veteran families you serve, approximately what percent choose burial in the national cemetery?

☐ 1 – 4% ☐ 25 – 49%
☐ 5 – 9% ☐ 50 – 74%
☐ 10 – 14% ☐ 75 – 100%
☐ 15 – 24%

5. How would you characterize the overall communication from the national cemetery to your funeral home?

☐ Excellent
☐ Good
☐ Fair
☐ Poor

6. Do you feel that you are well informed by the national cemetery of its policies and procedures?

☐ Yes, well informed
☐ Yes, somewhat well informed
☐ No, not well informed

7. In general, of the following services, which one provides you the **MOST** information about national cemetery policies and procedures? (Mark only one)

☐ VA/NCA Web site
☐ Local newspaper/television news reports
☐ Public events (e.g., parades, exhibits, speeches)
☐ Professional associations/conventions/meetings
☐ Veterans Service Officers
☐ Outreach by cemetery staff
☐ Other (specify): _____

8. What national cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)

☐ None, I feel well informed
☐ Eligibility requirements for burial in a national cemetery
☐ Scheduling process
☐ Military funeral honors
☐ Presidential Memorial Certificates
☐ Floral policy
☐ Headstone, marker, or columbarium niche cover inscription options

9. What is the best way for the national cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)

☐ Phone
☐ Fax
☐ Letter
☐ Email
☐ VA/NCA Web site
☐ Newsletter or flyer

10. Overall, how satisfied are you with the communication between your funeral home and the national cemetery?
- ☐ Very satisfied
 - ☐ Somewhat satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Somewhat dissatisfied
 - ☐ Very dissatisfied
11. Overall, how would you compare the level of service you receive from the national cemetery with the level of service you receive from private cemeteries?
- ☐ Superior to private cemeteries
 - ☐ Better than private cemeteries
 - ☐ About the same
 - ☐ Worse than private cemeteries
 - ☐ Much worse than private cemeteries
 - ☐ Don't know/not applicable
12. Do you understand the eligibility requirements for burial in a national cemetery, including eligibility for National Guards, Reservists, and Veteran dependents?
- ☐ Yes
 - ☐ No
13. Are you aware there are resources available for Funeral Directors on the NCA Website?
- ☐ Yes
 - ☐ No → Go To #17
14. Are you aware that the Funeral Director resources on the NCA Website have links to the NCA videos illustrating different committal service options at VA national cemeteries?
- ☐ Yes
 - ☐ No
15. Do you find the NCA videos illustrating committal services useful in explaining to a family what to expect when scheduling a service at a VA national cemetery?
- ☐ Yes
 - ☐ No
16. Would you find it useful to have CD copies of NCA videos illustrating committal services to give to families?
- ☐ Yes
 - ☐ No
17. Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?
- ☐ Yes
 - ☐ No
18. Please indicate your level of agreement with the following statement: "The use of unconventional text and numbers (e.g., 2GETHER 4EVER, WE LUV U ALWAYS) within inscriptions is appropriate."
- ☐ Strongly agree
 - ☐ Agree
 - ☐ Neither agree nor disagree
 - ☐ Disagree
 - ☐ Strongly disagree
19. How easy is the process of scheduling an interment at the national cemetery?
- ☐ Very easy
 - ☐ Somewhat easy
 - ☐ Neither easy nor hard
 - ☐ Somewhat hard
 - ☐ Very hard
20. How long does it typically take to confirm the scheduling of an interment with the National Cemetery Scheduling Office?
- ☐ Less than 1 hour
 - ☐ 1 to 2 hours
 - ☐ 3 to 4 hours
 - ☐ 5 to 8 hours
 - ☐ 1 to 2 days
 - ☐ More than 2 days
21. Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?
- ☐ Very satisfied
 - ☐ Somewhat satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Somewhat dissatisfied
 - ☐ Very dissatisfied
22. During committal services, how often do you receive the support you need from cemetery staff?
- ☐ Always
 - ☐ For the most part
 - ☐ Occasionally
 - ☐ Never



23. Generally, how often do committal services at the national cemetery start on time?

- ☐ Always
☐ For the most part
☐ Occasionally
☐ Never

24. If you are delayed in arriving at the national cemetery for a scheduling service, how successful is the cemetery in adjusting the schedule to accommodate the family?

- ☐ Very successful
☐ Somewhat successful
☐ Neither successful nor unsuccessful
☐ Somewhat unsuccessful
☐ Very unsuccessful
☐ Don't know/Not applicable

25. How easy is it to schedule military honors at the national cemetery?

- ☐ Very easy
☐ Somewhat easy
☐ Neither easy nor hard
☐ Somewhat hard
☐ Very hard

26. To what extent is the quality of military honors acceptable?

- ☐ Very acceptable
☐ Somewhat acceptable
☐ Neither acceptable nor unacceptable
☐ Somewhat unacceptable
☐ Very unacceptable

For the following series of statements please indicate your level of agreement.

27. The maintenance of the cemetery grounds is excellent

28. The upkeep of the headstones, markers, or columbarium niche covers is excellent

29. The maintenance of other landscape features (e.g., flowers, trees, shrubs) is excellent

30. The committal shelter used for the service was private, clean, and free of safety hazards

31. There is adequate handicap accessibility for visitors who need it

32. The availability of restrooms is suitable to accommodate visitors on busy days

33. The cemetery honors all Veterans and their service to our nation

34. There are sufficient signs within the cemetery to assist visitors.

35. Parking at the cemetery is adequate to accommodate visitors on most days

36. The cemetery's roadways and intersections are safe and easily navigated

37. The quality of service received from cemetery staff is excellent.

38. The national cemetery staff was courteous

Strongly Agree

Agree

Neither Agree
Nor Disagree

Disagree

Strongly
DisagreeDon't Know/
Not Applicable



For the following series of statements please indicate your level of agreement.

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know/ Not Applicable
39. The national cemetery staff was professional in terms of being knowledgeable, helpful, and responsive.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. The National Cemetery Scheduling Office's hours of operation meet my needs for scheduling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. The national cemetery hours of operation meet my needs for scheduling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. The information kiosks (i.e., gravesite locators) are helpful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. Public ceremonies and events at the cemetery promote a sense of patriotism and heritage.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. The overall appearance of the national cemetery is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. Overall, I am satisfied with my experience at the national cemetery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. I would recommend the cemetery to Veteran families during their time of need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. I am willing to rely on VA and the National Cemetery Administration to meet the burial needs of Veterans in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. I am willing to rely on VA and the National Cemetery Administration to maintain national cemeteries as national shrines in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
49. My experiences with the national cemetery exceeded my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

General Comments: Please use this space to elaborate on any aspect of your experience at the national cemetery you wish to share with us.

Note: If you would like to be contacted by the cemetery, please write your name and contact information (address or telephone number):

MEMORIAL PRODUCTS SERVICE SATISFACTION SURVEY

IMPORTANT – PLEASE READ BEFORE PROCEEDING: Please complete the following questions if your funeral home has ordered NCA memorial products (headstones, markers, medallions, niche covers, or Presidential Memorial Certificates) within the past 12 months. If your funeral home has **NOT** ordered any of the above within the past 12 months, please go to the State or Tribal Veterans Cemeteries Satisfaction Survey section on Page 9.

1. On average, about how many VA headstones, markers, and medallions do you/your company order in a year?

☐ Less than 10
☐ 11 to 25
☐ 26 to 40
☐ More than 40

2. Please indicate the type/types of VA headstones/markers/medallions you/your company ordered. (Mark all that apply)

☐ Flat Bronze
☐ Flat Marble/Granite
☐ Bronze Niche
☐ Upright Marble/Granite
☐ Bronze Medallion

3. How do you typically order VA headstones, markers, or medallions? (Mark all that apply)

☐ Via the mail (to National VA)
☐ Via fax (to National VA)
☐ Via the local VA office
☐ Other (specify): _____

4. How satisfied are you with the process you typically used to order headstones, markers, and medallions?

☐ Very satisfied
☐ Somewhat satisfied
☐ Neither satisfied nor dissatisfied
☐ Somewhat dissatisfied
☐ Very dissatisfied

5. Did you call the NCA 1-800 Applicant Assistance number for assistance at any point?

☐ Yes
☐ No → Go To #8

6. Why did you call the 800 number? (Mark all that apply)

☐ To check on the status of an order
☐ To get help with ordering a marker
☐ To file a complaint about a marker
☐ Other (specify): _____

7. How satisfied are you with the service you received from the 800 number customer service representative?

☐ Very satisfied
☐ Somewhat satisfied
☐ Neither satisfied nor dissatisfied
☐ Somewhat dissatisfied
☐ Very dissatisfied

8. Have you visited the VA web site for information about ordering the headstone, marker, or medallion?

☐ Yes
☐ No → Go To #11

9. What type of information were you looking for? (Mark all that apply)

☐ How to order a headstone/marker/medallion
☐ Download an order form
☐ Find information on documentation needed
☐ Find information on the Presidential Memorial Certificate Program
☐ Find out what could go on the marker
☐ Other (specify): _____

10. How satisfied were you with the ease of finding the information you were looking for?

☐ Very satisfied
☐ Somewhat satisfied
☐ Neither satisfied nor dissatisfied
☐ Somewhat dissatisfied
☐ Very dissatisfied

11. Please indicate your level of agreement with the following statement: "The use of unconventional text and/or numbers (e.g., 2GETHER 4EVER, WE LUV U ALWAYS) within inscriptions is appropriate."

☐ Strongly agree
☐ Agree
☐ Neither agree nor disagree
☐ Disagree
☐ Strongly disagree

12. When completing an application for a VA headstone, marker, or medallion, do you typically: (Mark only one)

☐ Complete and send to the VA
☐ Complete and confirm information with family member's review and signature
☐ Partially complete and give to family member for finalization
☐ Other (specify): _____

13. Are you aware of the following requirements:

Memorial product orders require the signature from the next of kin or written delegation of representation ☐ Yes ☐ No

Certification that the Veteran for whom the headstone, marker, or medallion is intended has not committed a capital crime? ☐ Yes ☐ No

Certification that the Veteran for whom the headstone, marker, or medallion is intended has not committed a Tier 3 sex offense? . . . ☐ Yes ☐ No

14. About how long after ordering VA markers do they typically arrive?

☐ Less than 1 month
☐ Between 1 and 2 months
☐ Between 2 and 3 months
☐ Between 3 and 4 months
☐ Over 4 months

15. How satisfied are you with the amount of time it takes to receive VA markers?

☐ Very satisfied
☐ Somewhat satisfied
☐ Neither satisfied nor dissatisfied
☐ Somewhat dissatisfied
☐ Very dissatisfied

16. Have you/your company ever had problems with a delivered headstone, marker, or medallion?

☐ Yes
☐ No -> Go To #20

17. About what percentage of the markers that you receive have problems?

☐ Less than 1%
☐ 1% to 5%
☐ 6% to 10%
☐ Over 10%

18. What types of problems have you experienced? (Mark all that apply)

☐ Broken/chipped headstones/markers
☐ Typographical error(s)
☐ Wrong information/symbol
☐ Discoloration
☐ Wrong type of headstone or marker
☐ Other (specify): _____

19. How satisfied are you with the timeliness in which problems have been corrected?

☐ Very satisfied
☐ Somewhat satisfied
☐ Neither satisfied nor dissatisfied
☐ Somewhat dissatisfied
☐ Very dissatisfied

20. Generally, how would you rate the quality of the VA headstones or markers received compared to those received in previous years in the following areas?

	Excellent	Above Average	Average	Below Average	Extremely poor
Cut.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Polish.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Color	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finish	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Depth of the inscription (Stone only)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Are you aware of the Presidential Memorial Certificate (PMC) Program?

☐ Yes
☐ No -> Go To #25



22. Do you typically inform your clients about the program?

- ☐ Yes
☐ No

23. Do you typically order the certificate(s) for your client?

- ☐ Yes
☐ No

24. Overall, how satisfied were you with your experiences with these VA memorial products and services?

- ☐ Very satisfied
☐ Somewhat satisfied
☐ Neither satisfied nor dissatisfied
☐ Somewhat dissatisfied
☐ Very dissatisfied

25. Do you have any additional comments concerning how the VA Memorial Programs Service could improve its services and programs?

PROOF



STATE OR TRIBAL VETERANS CEMETERIES SATISFACTION SURVEY

IMPORTANT – PLEASE READ BEFORE PROCEEDING: Please complete the following questions if you have conducted business at a State or Tribal Veterans Cemetery within the past 12 months. If you have **NOT** conducted business at a State or Tribal Veterans Cemetery within the past 12 months, please return this survey in the postage paid envelope provided.

1. Looking at the attached form labelled “State and Tribal Veterans Cemeteries”, please identify which State or Tribal Veterans Cemetery you most frequently do business with and fill in the corresponding number in the spaces below.

Please complete this survey based on your experiences at this State or Tribal Veterans Cemetery within the last 12 months.

0	0	0
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9

2. How far is your funeral home from the State or Tribal Veterans Cemetery with which you most frequently do business?

☐ Less than 15 miles ☐ 45 to 59 miles
☐ 15 to 29 miles ☐ 60 to 75 miles
☐ 30 to 44 miles ☐ Over 75 miles

3. How long has your funeral home worked with the State or Tribal Veterans Cemetery?

☐ Less than 1 year ☐ 9 to 12 years
☐ 1 to 4 years ☐ 13 years or more
☐ 5 to 8 years ☐ Don't know

4. Of the eligible Veteran families you serve, approximately what percent choose burial in the State or Tribal Veterans Cemetery?

☐ 1 – 4% ☐ 25 – 49%
☐ 5 – 9% ☐ 50 – 74%
☐ 10 – 14% ☐ 75 – 100%
☐ 15 – 24%

5. How would you characterize the overall communication from the State or Tribal Veterans Cemetery to your funeral home?

☐ Excellent
☐ Good
☐ Fair
☐ Poor

6. Do you feel that you are well informed by the State or Tribal Veterans Cemetery of its policies and procedures?

☐ Yes, well informed
☐ Yes, somewhat well informed
☐ No, not well informed

7. In general, of the following services, which one provides you the MOST information about State or Tribal Veterans Cemetery policies and procedures? (Mark only one)

☐ State or Tribal/VA/NCA Website
☐ Local newspaper/television or news report
☐ Public events (e.g. parades, exhibits, speeches)
☐ Professional association/conventions/meetings
☐ Veterans Service Officers
☐ Outreach by cemetery staff
☐ Other (specify): _____

8. What State or Tribal Veterans Cemetery policies or procedures do you feel you could use more information about? (Mark all that apply)

☐ None, I feel well informed
☐ Eligibility requirements for burial in a State or Tribal Veterans Cemetery
☐ Scheduling process
☐ Military funeral honors
☐ Presidential Memorial Certificates
☐ Floral policy
☐ Headstone, marker, or columbarium niche cover inscription options

9. What is the best way for the State or Tribal Veterans Cemetery to communicate with your funeral home regarding changes in its policies and procedures? (Mark only one)

☐ Phone
☐ Fax
☐ Letter
☐ Email
☐ State or Tribal Website
☐ Newsletter or flyer

10. Overall, how satisfied are you with the communication between your funeral home and the State or Tribal Veterans Cemetery?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

11. Overall, how would you compare the level of service you receive from the State or Tribal Veterans Cemetery with the level of service you receive from private cemeteries?

- ☐ Superior to private cemeteries
- ☐ Better than private cemeteries
- ☐ About the same
- ☐ Worse than private cemeteries
- ☐ Much worse than private cemeteries
- ☐ Don't know/not applicable

12. Overall, how would you compare the appearance of the State or Tribal Veterans Cemetery with the appearance of private cemeteries?

- ☐ Superior to private cemeteries
- ☐ Better than private cemeteries
- ☐ About the same
- ☐ Worse than private cemeteries
- ☐ Much worse than private cemeteries
- ☐ Don't know/not applicable

13. Do you understand the eligibility requirements for burial in a State or Tribal Veterans Cemetery including eligibility for National Guards, Reservists, and Veteran dependents?

- ☐ Yes
- ☐ No

14. Are you aware of any State or Tribal Cemetery informational resources on military honors?

- ☐ Yes
- ☐ No -> Go To #16

15. Do you typically provide these information resources on military honors to next of kin?

- ☐ Yes
- ☐ No

16. Do you understand the headstone, marker, or columbarium niche cover inscription options available to next of kin?

- ☐ Yes
- ☐ No

17. Please indicate your level of agreement with the following statement: "The use of unconventional text and/or numbers (e.g., 2GETHER 4EVER, WE LUV U ALWAYS) within inscriptions is appropriate."

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

18. How easy is the process of scheduling an interment at the State or Tribal Veterans Cemetery?

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Neither easy nor hard
- ☐ Somewhat hard
- ☐ Very hard

19. How long does it typically take to confirm the scheduling of an interment with the State or Tribal Veterans Cemetery?

- ☐ Less than 1 hour
- ☐ 1 to 2 hours
- ☐ 3 to 4 hours
- ☐ 5 to 8 hours
- ☐ 1 to 2 days
- ☐ More than 2 days

20. Overall, how satisfied were you with the length of time it took to confirm the scheduling of an interment?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

21. During committal services, how often do you receive the support you need from cemetery staff?

- ☐ Always
- ☐ For the most part
- ☐ Occasionally
- ☐ Never



22. Generally, how often do committal services at the State or Tribal Veterans Cemetery start on time?

- ☐ Always
☐ For the most part
☐ Occasionally
☐ Never

23. If you are delayed in arriving at the State or Tribal Veterans Cemetery for a scheduled service, how successful is the cemetery in adjusting the schedule to accommodate the family?

- ☐ Very successful
☐ Somewhat successful
☐ Neither successful nor unsuccessful
☐ Somewhat unsuccessful
☐ Very unsuccessful
☐ Don't know/Not applicable

24. How easy is it to schedule military honors at the State or Tribal Veterans Cemetery?

- ☐ Very easy
☐ Somewhat easy
☐ Neither easy nor hard
☐ Somewhat hard
☐ Very hard

25. To what extent is the quality of military honors acceptable?

- ☐ Very acceptable
☐ Somewhat acceptable
☐ Neither acceptable nor unacceptable
☐ Somewhat unacceptable
☐ Very unacceptable

For the following series of statements please indicate your level of agreement.

26. The maintenance of the cemetery grounds is excellent

Strongly Agree

☐

Agree

☐

Neither Agree
Nor Disagree

☐

Disagree

☐

Strongly
Disagree

☐

Don't Know/
Not Applicable

27. The upkeep of the headstones, markers, or columbarium niche covers is excellent.

☐

☐

☐

☐

☐

☐

28. The maintenance of other landscape features (e.g., flowers, trees, shrubs) is excellent.

☐

☐

☐

☐

☐

☐

29. The committal shelter used for the service was private, clean, and free of safety hazards

☐

☐

☐

☐

☐

☐

30. There is adequate handicap accessibility for visitors who need it

☐

☐

☐

☐

☐

☐

31. The availability of restrooms is suitable to accommodate visitors on busy days.

☐

☐

☐

☐

☐

☐

32. The cemetery honors all Veterans and their service to our nation

☐

☐

☐

☐

☐

☐

33. There are sufficient signs within the cemetery to assist visitors.

☐

☐

☐

☐

☐

☐

34. Parking at the cemetery is adequate to accommodate visitors on most days

☐

☐

☐

☐

☐

☐

35. The cemetery's roadways and intersections are safe and easily navigated.

☐

☐

☐

☐

☐

☐

36. The quality of service received from cemetery staff is excellent.

☐

☐

☐

☐

☐

☐



For the following series of statements please indicate your level of agreement.

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know/ Not Applicable
37. The State or Tribal Veterans Cemetery staff was courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. The State or Tribal Veterans Cemetery hours of operation meet my needs for scheduling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. The information kiosks (i.e., gravesite locators) are helpful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. Public ceremonies and events at the cemetery promote a sense of patriotism and heritage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. The overall appearance of the State or Tribal Veterans Cemetery is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. I would recommend the cemetery to Veteran families during their time of need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. I am willing to rely on the State or Tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

General Comments: Please use this space to elaborate on any aspect of your experience at the State or Tribal Veterans Cemetery you wish to share with us.

Note: If you would like to be contacted by the cemetery, please write your name and contact information (address or telephone number):
